

Application No.: 09/483,277
Amendment dated: September 23, 2003
Reply to Office Action of: April 23, 2003

IN THE CLAIMS:

A complete set of the claims is included below, reflecting added subject matter (*underlining*) and deleted subject matter (*strikethrough*), as well as the current status of each claim. This listing of claims will replace all prior versions, and listings, of claims in the application:

1 - 46. (Canceled)

61
47. (Previously Presented) A method for controlling voice or data or both types of communications for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps of:

receiving caller number identification signals indicative of at least a portion of a caller's number automatically provided by said communication facility;

cuing select remote terminals to prompt selective actuation by individual callers of said digital input device to provide responsive signals;

selectively identifying said responsive signals from said remote terminals as digital data signals or digital control signals, wherein certain of said responsive signals can serve as digital data signals, digital control signals, or both, said responsive signals including signals indicative of a customer card number for an individual caller that may be utilized to access a file storing customer card number data for individual callers;

testing at least a portion of said customer card number for approval;

recording said caller number identification signals automatically provided by said communication facility as additional data for said individual caller; and

transferring a call from said individual caller to an attended terminal and displaying at least certain of the responsive signals including at least a portion of the customer card number and at least a portion of the caller number identification signals automatically provided by the communication facility wherein the operator at said

Application No.: 09/483,277
Amendment dated: September 23, 2003
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attended terminal is capable of entering data to facilitate completion of the call from said individual caller.

48. (Previously Presented) A method according to claim 47, further comprising the step of:

further testing the caller number identification signals.

49. (Previously Presented) A method according to claim 47, wherein the customer card number is a credit card number used for billing purposes.

50. (Previously Presented) A method for controlling voice-data communications via an automated control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps:

interfacing a call from said individual caller to the automated system;

receiving data entered by said individual caller including two forms of distinct identification data including caller customer number plus one other form of identification;

testing at least certain of said data entered by said individual caller to determine if the individual caller is calling for a first time or to determine if a caller's status reflects an outdated record;

prompting said individual caller via a voice generator to enter additional data;

transferring the call from said individual caller to an attended terminal; and

displaying at the attended terminal, at least a portion of the data entered by said individual caller including at least a portion of the caller customer number.

51. (Previously Presented) A method as defined in claim 50, further comprising the step of:

Application No.: 09/483,277
Amendment dated: September 23, 2003
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further testing callers with respect to a limit on use with respect to each individual caller.

52. (Previously Presented) A method as defined in claim 51, wherein the limit on use is a limit specified for the individual caller that allows the individual caller a limited number of uses.

53. (Previously Presented) A method as defined in claim 50, further comprising the steps of:

providing a plurality of format configurations for controlling voice-data communication and selecting one from said plurality of format configurations.

54. (Previously Presented) A method according to claim 50, further comprising the step of:

receiving caller credit card number data signals as certain of said responsive signals.

55. (Previously Presented) A method according to claim 54, wherein said receiving step also includes receiving credit card expiration date data signals as certain of said responsive signals.

56. (Previously Presented) A method according to claim 50 wherein said remote terminals include a voice communication device for providing audio responsive signals, and said method further comprises the steps of:

selectively identifying said responsive signals as digital data signals, digital control signals, or audio signals; and
recording said audio signals in digital format.

Application No.: 09/483,277
Amendment dated: September 23, 2003
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57. (Previously Presented) A method according to claim 56, further comprising the step of:

reproducing recorded audio signals as caller voice data at a remote terminal.

58. (Previously Presented) A method according to claim 56, further comprising the step of:

providing said audio signals recorded in digital format to a terminal via a coupling means.

59. (Previously Presented) A method according to claim 56, further comprising the step of:

subsequently processing recorded audio signals.

60. (Previously Presented) A method according to claim 50, further comprising the step of:

displaying caller telephone number data at the attended terminal.

61. (Previously Presented) A method according to claim 50, wherein in the testing step, said caller customer number is tested against the file including negative file data.